

SW-04305A. 09.0291

ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**



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47
CO

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85713

Date: 3/15/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Fred Roybal

Account Name: Fred Roybal

Home:

Street:

Work:

City: San Manuel

CBR:

State: AZ Zip:

is:

Utility Company: Coronado Utilities, Inc.

Division: Sewer-water

Contact Name:

Contact Phone:

Nature of Complaint:

Correspondence Received - Opinion Opposed:

RE: Docket No. SW-04305A-09-0291

Fred Roybal

San Manuel, AZ

March 10, 2010

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

RE: Docket No. SW-04305A-09-0291

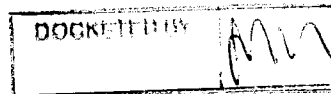
Dear Sirs/Madams;

I am writing concerning the rate increase and surcharge plan proposed in the above referenced Docket number for Coronado Utilities, Inc.

I have been a San Manuel resident for many years. San Manuel has many citizens on a fixed income, of which I am one. I am already paying more for my sewer than any of the surrounding communities. I fail to understand how Coronado Utilities can charge a flat fee on each home regardless of the size of the family living there or how much water is being used by that family. I think Coronado Utilities needs to revamp their entire billing structure and start charging homeowners according to usage, not a flat fee. Perhaps they need to get into communication with the water company and find out the amount of each homeowner's water usage. I think it is

Arizona Corporation Commission
DOCKETED

MAR 17 2010



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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

totally unfair that I am paying the same amount for my sewer as a family of 6 or more, one size does not fit all in this situation.

Also, it is my understanding that Coronado Utilities is also asking for a low income tariff where qualified lower income households will have a 25% lower sewer bill. Coronado Utilities is proposing that the homeowners that are able to pay their bills will have to pick up this 25% deficit. That would penalize the people that are not qualified for the lower income rates - this is totally unfair! I don't know who is coming up with these ideas, but Coronado Utilities, Inc. seems to be out of control and needs to take a look at the economy and the struggling homeowners who are just making it now.

Please don't let Coronado Utilities, Inc., have this rate increases and additional surcharges, this is very poor timing on their part, with the economy the way it is.

Sincerely,

Fred Roybal
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 3/15/2010

Opinion No. 2010 - 85713

SW-04305A-09-0291

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85702

Date: 3/15/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Ramon & Martha**

Gomez

Account Name: Ramon & Martha Gomez

Home:

Street:

Work:

City: San Manuel

CBR:

State: AZ Zip:

is:

Utility Company: **Coronado Utilities, Inc.**

Division: Sewer-water

Contact Name:

Contact Phone: (

Nature of Complaint:

Correspondence Received - Opinion Opposed:

RE: Docket No. SW-04305A-09-0291

3/10/10

Ramon & Martha Gomez

San Manuel, Az

Phone:

Name of Utility Co.: Coronado Utilities Inc.

Name on Bill: Ramon & Martha Gomez

Account Number: SM0318.01

Docket Number: SW-04305A-09-0291

We paying to much plus then the gona increased the payment and is a lota mony.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 3/15/2010

Opinion No. 2010 - 85702

W-04305A-09-0291

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 85717

Date: 3/15/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James**

Bossard

Account Name: James Bossard

Home

Street:

Work:

City: San Manuel

CBR:

State: AZ **Zip:**

is:

Utility Company: **Coronado Utilities, Inc.**

Division: Sewer-water

Contact Name:

Contact Phone:

Nature of Complaint:

Correspondence Received - Opinion Opposed:

RE: Docket No. SW-04305A-09-0291

James Bossard

San Manuel, AZ

March 8, 2010

Coronado Utilities, Inc.
6825 E. Tennessee Ave., Suite 547
Denver, CO 80224

RE: New Billing Procedure

Dear Sirs/Madams;

The new billing procedure does nothing for the consumer, all it does is raise our bill. As far as encouraging on line billing, I would not trust you with access to my account. According to your "Pubic Notice Of Hearing Application (Docket No. SW-04305A-09-0291)", if you are so concerned about helping those consumers that can't afford to pay your rates, you have certainly made it harder for those people, by not even providing an envelope with your new billing procedure.

Sincerely,

James Bossard

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

cc. Arizona Corporation Commission

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 3/15/2010

Opinion No. 2010 - 85717

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85509

Date: 3/5/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Cal & Jan

Herrick

Account Name: Cal & Jan

Home: (000) 000-0000

Street:

Work:

City: San Manuel

CBR:

State: AZ **Zip:** 85001

is: E-Mail

Utility Company: Coronado Utilities, Inc.

Division: Sewer-water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. SW-04305A-09-0291

From: crherrick [mailto:
Sent: Thursday, March 04, 2010 9:33 PM
To: Utilities Div - Mailbox
Subject: Docket No. SW-04305A-09-0291

Cal & Jan Herrick

San Manuel, AZ

March 4, 2010

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

RE: Docket No. SW-04305A-09-0291

Dear Sirs/Madams;

I am writing concerning the rate increase and surcharge plan proposed in the above referenced Docket number for Coronado Utilities, Inc.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Sincerely,

Cal & Jan Herrick
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed from the Docket Control Center of the Arizona Corporation Commission to be made part of record. CLOSED

End of Comments

Date Completed: 3/5/2010

Opinion No. 2010 - 85509
